

**Commonwealth of Massachusetts
Department of Telecommunications and Energy
Investigation Into Service Quality Guidelines
Docket No: D.T.E. 04-116
Department Staff's Second Set of Information Requests to
All Gas Local Distribution Companies**

Request No. DTE-GAS 2-1

Is it feasible to shorten the one hour odor call response time in the SQ Guidelines?
Explain.

Response:

While it is feasible, shortening the response time (or raising the threshold) would likely increase resource allocation and cost, perhaps without justification. Unitil is not aware of any evidence that safety is compromised under the current benchmark. Unitil believes that the 95 percent benchmark for responding to odor calls in one hour or less is the appropriate standard and ensures the safe and reliable delivery of gas to its customers.

Person Responsible: Glenn Appleton

Date: July 13, 2005

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Request No. DTE-GAS 2-2

Is it feasible to raise the threshold for the percentage of odor calls responded to in less than one hour? Explain.

Response:

Please see response to DTE-Gas 2-1.

Person Responsible: Glenn Appleton

Date: July 13, 2005